Remote Commands for Mobile Devices

The remote commands available in Jamf Pro allow you to remotely perform tasks on a mobile device.

You can send a remote command to a single mobile device. Some commands can also be sent to multiple devices at once using mass actions. For more information, see Mass Actions for Mobile Devices.

> **Note:** The remote commands available for a particular device vary depending on the device ownership type, device platform, device type, and OS version. For more information, see Mobile Device Management Capabilities.

The following table describes the remote commands that you can send from Jamf Pro:

Remote Command	Description	Available as a Mass Action	iOS Device Requirements	Personally Owned iOS Device Support
Update Inventory	Prompts the mobile device to contact Jamf Pro and update its inventory	✓	--	✓
Lock Device	Locks the mobile device If the mobile device has a passcode, the user must enter it to unlock the device. (Optional) Displays a message on the mobile device when it locks. This message is only sent if the mobile device has a passcode. (Optional) Displays a phone number on the mobile device when it locks. The phone number is only displayed if the mobile device has a passcode.	✓	--	✓
Clear Passcode	Removes the passcode from the mobile device If a configuration profile with a Passcode payload is installed on the device, the user is prompted to create a new passcode. > **Important:** If a device in Lost Mode shuts down or restarts and the passcode is not cleared, you must put the device in DFU mode to disable Lost Mode.	✓	--	--
Clear Screen Time Passcode (This command	Removes the Screen Time passcode from a device		• iOS 8 or later • Supervised	✓

	was previously called **Clear Restrictions**.)			
Update Passcode Lock Grace Period	Sets the amount of time that a device's screen can be locked before requiring a passcode to unlock it	✓	• iOS 9.3 or later • Enrolled via a PreStage enrollment with Shared iPad enabled	--
Unmanage Device	Stops communication between the mobile device and the Jamf Pro server, which means you can no longer perform management tasks on the device When you unmanage a device, the following items are removed from the device: • MDM profile • Device certificate • Self Service • Any configuration profiles that were distributed with Jamf Pro • Any managed apps that were distributed with the **Remove app when MDM profile is removed** checkbox selected **Note:** Although an unmanaged device will no longer submit inventory, its inventory record remains in Jamf Pro.	✓	--	-- **Note:** Only personally owned mobile devices enrolled using User Enrollment can execute the Unmanage Device command.
Wipe Device	Permanently erases all data on the device and deactivates the device. This command is available for both iOS and Apple TV devices (tvOS 10.2 or later). Optionally, you can: • Clear Activation Lock on the device • Retain cellular data plans (iOS 11 or later) • Suppress Proximity Setup on the device (iOS 11.3 or later) **Note:** Wiping a device does not remove the device from Jamf Pro or change its inventory information. To restore the device to the original factory settings, you must manually reactivate the device.	✓	--	--
Set Storage Quota Size	Sets the storage quota size (MB) that is allocated to each user All users must be logged out and	✓	• iPadOS 13.4 or later • Supervised • Enrolled via	--

	removed from the device before this command can be sent. **Note**: If devices are upgraded to iPadOS 13.4 or later, it is recommended that the device is wiped before setting the storage quota size.		a PreStage enrollment with Shared iPad enabled	
Restart Device	Restarts a device. This command is available for both iOS and Apple TV devices (tvOS 10.2 or later). (Optional) Clears the passcode on the device. If this option is chosen, the Clear Passcode command is sent to the device before the device is restarted. **Important:** If a device in Lost Mode shuts down or restarts and the passcode is not cleared using the Clear Passcode command, you must put the device in DFU mode to disable Lost Mode.	✓	• iOS 10.3 or later • Supervised	--
Send Blank Push	Sends a blank push notification, prompting the device to check in with Apple Push Notification service (APNs)		--	✓
Set Wallpaper	Sets an image or photo as wallpaper for the Lock screen, Home screen, or both screens on a supervised device You can upload an image file or choose an existing image file.	✓	• iOS 7 or later • Supervised	--
Enable/Disable Voice Roaming **Enable/Disable Data Roaming**	Enables/disables voice or data roaming on the device **Note:** Disabling voice roaming automatically disables data roaming.		• iOS 5 or later • Cellular capability	--
Update OS Version	Updates the OS version on supervised devices You can update the OS version for iOS or tvOS devices using the following options: • **Target Version**—You can choose to update the OS version to the latest version based on device eligibility or you can update to a specific version. **Note**: Updating to a specific OS version requires iOS 12 or later and tvOS 12.2 or later. • **iOS Update Action**—You can choose to download the update for users to install, or to download and install the update and restart	✓	• iOS 9 or later • tvOS 12 or later • Supervised • Enrolled via a PreStage enrollment (devices with iOS 9-10.2) • No set passcode	--

	devices after installation. **Note**: This option applies to iOS devices only. This command is only available as a mass action. For more information, see Mass Actions for Mobile Devices. For more information, see the Updating iOS *Best Practice Workflow for Jamf Pro*.			
Log Out User	Logs out the currently logged in user for Shared iPad only		• iOS 9.3 or later • Supervised • Enrolled via a PreStage enrollment with Shared iPad enabled	--
Enable/Disable Lost Mode	Enables/disables Lost Mode on the device Lost Mode locks the device and displays your custom messaging on the device's Lock screen. Global Positioning System (GPS) coordinates for the device's approximate location are also displayed in the inventory information for the device. **Important:** If a device in Lost Mode shuts down or restarts and the passcode is not cleared using the Clear Passcode command, you must put the device in DFU mode to disable Lost Mode.		• iOS 9.3 or later • Supervised	--
	(Optional) Always enforces Lost Mode on the device. This option ensures Lost Mode is enabled after an enrollment event has completed. When selected, Lost Mode can be only disabled in Jamf Pro. (Optional) Plays a sound on the lost device. **Important:** If a device in Lost Mode shuts down or restarts and the passcode is not cleared using the Clear Passcode command, you must put the device in DFU mode to disable Lost Mode.		• iOS 10.3 or later • Supervised • Lost Mode enabled	--
Update Location	Updates the GPS coordinates collected for a mobile device in Lost Mode		• iOS 9.3 or later • Supervised • Lost Mode enabled	--

Enable/Disable Diagnostic and Usage Reporting **Enable/Disable App Analytics**	Enables/disables the sending of diagnostic and usage data to Apple Enables/disables the sending of app analytics data to Apple > **Note:** Disabling diagnostic and usage reporting automatically disables app analytics.	✓	• iOS 9.3 or later • Supervised • Enrolled via a PreStage enrollment with Shared iPad enabled	--
Shut Down Device	Shuts down the device (Optional) Clears the passcode on the device. If this option is chosen, the Clear Passcode command is sent to the device before the device is shutdown. > **Important:** If a device in Lost Mode shuts down or restarts and the passcode is not cleared using the Clear Passcode command, you must put the device in DFU mode to disable Lost Mode.	✓	• iOS 10.3 or later • Supervised	--
Enable/Disable Bluetooth	Enables/disables Bluetooth on the device	✓	• iOS 11.3 or later • Supervised	--
Set Activation Lock	Enable Activation Lock directly on a device Allow user to enable Activation Lock on the device > **Note**: If Activation Lock is enabled on the device when this command is sent, Jamf Pro automatically clears the Activation Lock before allowing the user to re-enable it. Disable and prevent Activation Lock For more information, see the Leveraging Apple's Activation Lock Feature with Jamf Pro Knowledge Base article.		• Supervised • In Apple School Manager or Apple Business Manager	--
Manage Jamf Parent	Allows you to remove app restrictions set by Jamf Parent on students' school-issued devices or remove Jamf Parent management capabilities. Removing Jamf Parent management capabilities prevents Jamf Parent from managing the student device until the parent scans the QR code again. To remove Jamf Parent restrictions on student devices, you need a Jamf Pro user account with the "Remove restrictions set by Jamf Parent" privilege. For more information, see Integrating	✓	Supervised	--

> **Note**: This remote command is available as the following separate mass actions:
> - Remove restrictions set by Jamf Parent
> - Remove Jamf Parent management capabilities

Name	Description			
Remove restrictions set by Jamf Teacher	Allows you to remove restrictions set by Jamf Teacher on students' school-issued devices. This option is only displayed if Jamf Teacher is enabled in the Jamf Teacher settings. To remove Jamf Teacher restrictions on student devices, you need a Jamf Pro user account with the "Remove restrictions set by Jamf Teacher" privilege. For more information about how to enable Jamf Teacher, see Integrating Jamf Teacher with Jamf Pro.	✓	• iOS 10.11 or later • Supervised	--
Refresh Cellular Plans	Refreshes a device's cellular plan by querying a carrier URL for active eSIM cellular plan profiles > **Note**: The device and carrier must support eSIM. For more information, see the following article from Apple's support website: https://support.apple.com/HT209096		iOS 13 or later	--
Renew MDM Profile	Renews the MDM profile on the mobile device, along with the device identity certificate. The device identity certificate has a default expiration period of two years. > **Note:** The Renew MDM Profile remote command is automatically issued when the built-in CA is renewed. The MDM profile will be renewed during the next mobile device check-in. For more information, see "Renewing the Built-in CA" in PKI Certificates.	✓	--	✓
Set Time Zone	Sets a time zone on a device	✓	• iOS 14 or later • tvOS 14 or later • Supervised	--
Personally Owned Devices Only				
Wipe Institutional Data	Permanently erases institutional data and settings on the device On a personal mobile device, the following items are removed:		--	✓ > **Note:** Only personally owned

			mobile devices enrolled using Personal Device Profiles can run the Wipe Institutional Data command.
	• MDM profile • Personal Device Profile, including any institutional settings and managed apps • Device certificate On personal mobile devices, the Wipe Institutional Data command makes the device unmanaged. This stops communication between the device and the Jamf Pro server, which means you can no longer perform management tasks on the device. **Note:** Although an unmanaged device will no longer submit inventory, its inventory record remains in Jamf Pro.		

Sending a Remote Command to a Mobile Device

1. Log in to Jamf Pro.

2. Click **Devices** at the top of the page.

3. Perform a simple or advanced mobile device search.
   For more information, see Simple Mobile Device Searches or Advanced Mobile Device Searches.

4. Click the mobile device you want to send the remote command to.
   If you performed a simple search for an item other than mobile devices, you must click **Expand** ⊙ next to an item to view the devices related to that item.

5. Click the **Management** tab, and then click the button for the remote command that you want to send.
   Depending on the command selected, additional options may be available.

The remote command runs on the mobile device the next time the device contacts Jamf Pro.

After the command is sent, you can do the following on the **History** tab:

- To view the status of a remote command, use the Management history pane to view completed, pending, or failed commands.

- To cancel a remote command, click **Pending Commands**. Find the command you want to cancel, and click **Cancel** across from it.

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